LAET Case Management Review Project
Survey for Developers
By
Consultants Colleen M. Cotter and Julia Gordon

Legal Aid of East Tennessee, Inc. (LAET) has retained us to conduct a national review of case management systems. This review is made possible by a Technology Innovation Grant (TIG) from the Legal Services Corporation. The results of this review will be published nationally to help programs determine which case management system will best suit their needs and to illustrate ways in which case management systems can help programs achieve their program goals and mission.

This survey for developers is the first step in the review.[1] We would appreciate if you would answer these questions about your system and return the completed survey to us by August 25, 2003. Simply type the answers into this survey and send them via email to Cotter and Gordon. Our next step will be to view demonstrations of each CMS. Finally, we will interview CMS users at various legal services programs to learn how well the various systems are meeting their needs.

If you have any questions about this survey or the project please contact Colleen Cotter (812/322-5592, cmcotter@earthlink.net) or Julia Gordon (202/669-0424, julia@juliagordon.net).

❖ **Overall CMS information:**

1) Please provide your company name, mailing address, phone, web site address, and additional office addresses.

West Publishing Corporation, dba, ProLaw Software
1520 Tramway NE
Albuquerque, NM 87112
(800) 977-6529
(505) 889-9538 fax
www.prolaw.com

2) What is the name of the case management system, what versions are available, and what was their release date?

- **ProLaw Software**
- **Version 7 – release date 1998**
- **Version 9 – release date 2002**

[1] Many of these questions were developed by Kathy Daniels, Statewide Legal Services of Connecticut and Michael Alexander of Southeastern Massachusetts Legal Assistance Corporation.

3) Please provide the name, phone, and e-mail address of the person filling out this form, along with the same information for a contact person if that is a different person.

Jonathan A. Jochem
1520 Tramway NE
Albuquerque, NM 87112
(800) 977-6529
(505) 889-9538 fax
jaj@prolaw.com

4) When was your company founded, by whom, and what is the founder(s)'s professional background?

ProLaw was founded 15 years ago by William F. Bice. Mr. Bice is a software developer and was the primary programmer for ProLaw Software.

5) Please list full-time (or FTE) employees, including job title, years of related professional experience, and years of experience with your company.

ProLaw has 170 full-time employees. Our employees experience range from software development, quality assurance, attorneys, paralegals, project managers, consultants, accountants, and support representatives.

6) Is the company private or public? If it is public, please provide the stock symbol and percent of staff ownership.

ProLaw is a part of the Thomson Corporation. Thomson Corporation is a privately held company.

7) Please tell us the date of your last audit, the net worth of the company as of the last audit, and the company's gross revenue for each of last five years.

ProLaw is part of Thomson Corporation and all financial information can be found at: http://www.thomson.com/corp/investor_relations/ir_annquarterly_reports.jsp

8) Please list the number of current account / installations; total current number of seats installed; current number of legal services accounts; current number of legal services seats installed; and names of legal services programs with current accounts.

ProLaw has over 1,100 clients internationally ranging in size from five-user law firms to 2,400-user governmental agencies. Legal Assistance Corporation of Central Massachusetts is currently using ProLaw and has 35 seats.

9) Have any complaints against the company resulted in litigation? If yes, please provide the date, state, and court for all such complaints.

There have been no complaints against the company which resulted in litigation.

10) Please list any reviews or case studies of your product, including information on how to obtain those documents.

Here are a couple of case studies as well as links to others:

Dorminey & Cox
http://www.prolaw.com/dorminey.html

Sawicki & Phelps
http://www.prolaw.com/sawicki.html

Case Study: Working Better, Faster and Smarter

By Cliff J. Vanell

Arizona's Office of Administrative Hearings was born Jan. 2, 1996, at a modest cost, with only one month gestation and an electronic midwife in attendance.

OAH is an independent state agency responsible for conducting more than 2,000 hearings a year and set to increase by an additional 10,000 in July 1998 due to statutory expansion of jurisdiction. Hearings run the gamut of professional licensing issues across more than 40 state agencies, from contractors accused of shoddy workmanship to termination of water rights.

And, because of technology we have these capabilities:
We can get a call from a legislative ombudsman inquiring about a case, who doesn't have the case number but does have one party's last name. We can open our case management system, refer to an electronic rolodex and enter the name. Immediately, we will have a listing of all the cases in which that person is or has been a party. We then can point our cursors on any of those cases and immediately be taken to its electronic file.

From there, we can review the docket events of the case, automatically open the documents tracked by the system, and review the administrative law judge's decision. If we have a question, we can send an e-mail to the judge, automatically referencing the document. We can enter into the log the fact that the ombudsman telephoned with an inquiry, along with a reminder to call him back at such-and-such a date with additional information. And we never have to touch a "hard" file.

We also can track how long it takes to set hearings, how many days between the request for hearing and the first hearing date; how many continuances and the party making the request; how many days it takes to render decisions and transmit them to agencies for review; or, compare the administrative law judge decision and final agency action. Let's say we want this information within a certain date range, and by a certain type of case, or handled by a certain professional.

It is important that we have this information readily available because the legislature's purpose in establishing the OAH was to create an independent body that holds hearings more efficiently, and is more consumer friendly.

Because the OAH was developed by identifying employees scattered among seven agencies, it was necessary for the agency to develop an effective automation system quickly. Limited support staff made office automation a priority. Statutory requirements of reporting and scheduling made calendaring and tracking essential. Limited time and money meant no resources for elaborate training programs.

Our 23 administrative law judges and 18 staff in two offices around the state do not have a secretary but they do each have a desktop computer running Windows 95 networked together with two NT servers and two Novell message servers. Case management and time tracking is done in ProLaw. We had data collected from other sources, such as address lists, imported into ProLaw as part of the initial set-up.

We use Word 7 for word processing, integrated with ProLaw as our document management and assembly system.

GroupWise 5.2 provides our calendaring and e-mail. Hearings entered into case management appear on the appropriate calendars in GroupWise automatically. Our two Novell message servers exchange e-mail between the two offices twice a day.

Our automation has allowed us to completely reconfigure the support staff function. Since most of the preparation of pleadings has been automated, with the exception of the decision, which is now drafted by administrative law judges directly into the prepared templates at their computers, support staff has been freed to do other important work, including customer service and documentation.

Many of the administrative law judges were concerned about the loss of secretary support. However, everyone has found that they have been empowered by having the work product directly under his or her control. No more waiting for typing, no more lag time between drafts. With autotext in Word, most judges have streamlined their own writing.

We freed both our professional and support staffs. We made communication among them easier. And I am now able to track what is happening within the agency. Most of all, I am able to cost-effectively give my staff and myself the tools we need to do our work better, faster and smarter.

Cliff J. Vanell is the founding director of the Arizona state agency, Office of Administrative Hearings, who has served as a prosecutor, defense attorney and judge. He became interested in case management and office automation while in private practice. He can be reached at oah@getnet.com.

A Destination Well Worth the Journey:

2.12.2004

A Destination Well Worth the Journey:
Implementing ProLaw's Practice Management Suite-
Two Firms Discuss Their Approaches to the Process

Anything worth doing is worth doing well – the first time. And if you're going to bother, you might as well plan for the long haul since change of any kind, particularly that represented by wholesale workflow and business management upgrades, is not something you'll want to re-introduce unless absolutely necessary.

While few relish the project planning and end-user training required to implement sophisticated software across an organization as complex as their law firm, those who commit to all aspects of the process are seldom disappointed. The beauty lies in the details, and the benefits of adopting ProLaw far outnumber the minor inconveniences encountered along the implementation path. Two ProLaw firms share their implementation experiences.

Atlee, Hall & Brookhart, L.L.P, a Pennsylvania firm focusing primarily on medical malpractice, recently implemented ProLaw. Their CFO, Ken Miller, offers his perspective.

I have to say right out of the gate, the more time you spend up front preparing and consulting with the ProLaw team, the less problems you're going to have after conversion. We allocated adequate resources to this portion of our project, and now credit that allocation for how smoothly and error free the transition from our old system to ProLaw really went. I'd strongly encourage anyone else to do the same.

Having withstood extraordinarily painful implementations in the past, I was naturally very cautious when it came time for our firm to upgrade from our old system. Given that our former accounting system was inadequate for our needs, we knew that the software we chose would have to be particularly strong in that area. We also hoped for additional case management and marketing functionality, preferably within a single software package to minimize duplication of efforts and refine our workflow wherever possible.

We shopped carefully, performed all the necessary due diligence required to responsibly undertake the project, then settled comfortably into our decision. We knew ProLaw was the best choice, and looked forward to rolling it out.

Three rather monumental tasks faced us once we chose ProLaw. First, we needed to prepare for our data conversion. This represented the nuts and bolts behind-the-scenes work, which we all know is terribly glamorous (Not!), and generally a pretty big pain to manage. Second, we had the more abstract task of determining how best to set ProLaw up in our firm. ProLaw's inherent flexibility and customizability intimidate some, at first blush, but once you realize just how wonderful it is to have your practice management software doing *exactly* what you want it to do, that intimidation diminishes. We formed a task force consisting of representatives from all user group types-administrative staff, secretaries, paralegals, attorneys and accounting team users-to determine how best to proceed. Third, we needed to plan out our training strategy.

Both data conversion and set-up became molehills, not mountains, once we'd consulted with our team leader. She provided us ProLaw's pre-install questionnaire, which really helped us focus on relevant details. She also gave us an evaluation copy of the software so that we could really play with it and make some fundamental set-up decisions that would govern our business procedures and practice management as a whole. Training actually occurred in two phases, the initial training by user type, and then the follow-up which involved one-on-one consultation to help users gain greater knowledge and further customize ProLaw at the workstation level to best meet their preferences.

Data conversion flowed beautifully. We printed out screen shots from our old system, and then matched up corresponding fields within ProLaw. We opted to convert all of our contacts, but none of our accounting history due to questionable data integrity within the former system. This, in essence, created much more data entry in the initial implementation, but guaranteed the accuracy of what would serve as the foundation for our accounting records.

We set up a new chart of accounts, entered all checks and deposits for the year to date (January-September), and re-constructed and re-posted our monthly financials on a month-by-month basis. While this was certainly time intensive, knowing that we were really starting from scratch – the right way – made it all worthwhile. I have absolute confidence in our financials, which equates to peace of mind, something that we weren't able to achieve pre-ProLaw. In fact, we were so pleased with the quality of the data conversion, we chose not to run our old system 'in parallel', as we'd originally planned, which speaks volumes of our confidence in the datacon team and their work.

Set-up, then, became a matter of analyzing our existing business procedures, then translating those to preferences within ProLaw. To this day, our users continually manipulate their personal user interfaces to create a truly customized ProLaw environment, one designed for them, by them. Within the same departments, for example, even people who perform similar functions will most likely have their ProLaw screens set up differently. That flexibility has netted us happy users across the board, since each user knows how they're most comfortable working within the program.

Then came the **training**. We, as I mentioned, chose a two-phase training plan. Our trainer came out to our offices and worked with our evaluation copy of the software to train users in groups. This approach accomplished setting appropriate user expectations early on as well as focused sessions by job function. By the time our data was 'live', our users were very comfortable navigating within the program and were ready to apply their earlier lessons to their day-to day work. For subsequent training, we use the ProLaw Client Portal to access the training schedule, register for online classes and access archived classes on topics we need further assistance mastering. We also enjoy the online Help, and have found it to be comprehensive and informative, with just a little bit of humor thrown in to keep it interesting!

Yes, we had a whole lot to accomplish when we set out. Yes, we spent considerable amounts of time planning how best to achieve a smooth implementation and rollout. Have we achieved our goals? You bet! We're learning more each day about ProLaw's practice management capabilities, in addition to realizing greater efficiencies and effectiveness in our daily business processes. We feel our great success has come from simple planning and from committing to the project from Day 1. That commitment has netted us rewards which far outweigh any trivial inconveniences along the implementation path. Anyone seeking to launch

ProLaw would be well advised to follow suit, and know that the end is most definitely worth the means.

Linda T. Hollenbeck, a partner in San Diego-based Kimball, Tirey & St. John, shares her firm's experience.

Looking back over almost two years, I realize how quickly the time has passed and how much better our firm is running than before we started using ProLaw. The improvements have often been subtle, yet when combined they've amounted to vast benefits felt across our entire organization. Our practice areas include landlord tenant law, which comprise the majority of our work, collection law and business and real estate law and litigation.

Simple, practical functionality, applied across our practice, has netted us greater overall firm efficiency. We get this now. During our project planning, then subsequent rollout and implementation we tended to focus on the 'task du jour', though. There also were days when the project seemed daunting. And ironically, there were moments when we realized that the very reason we'd purchased as powerful a practice management tool as ProLaw – its ability to address a vast assortment of our firm's business needs in addition to providing our case management functionality – was the reason we'd feel a little overwhelmed at times. ProLaw is a powerful, complex product. That's why we opted to use it.

In essence, the more familiar we became with ProLaw as we implemented, the more ways we found to use it. For the first time our firm is using one practice management application – ensuring that all of our firm's data is uniformly entered, accessed and updated.

Another area we would encourage firms to really ponder is data conversion. We decided to convert everything – contacts, accounts receivable balances, billing history, all of it – in spite of ProLaw's caution to the contrary. We've spent a lot of time correcting and cleaning up data that came out of our old system, and will no doubt continue to do so for quite some time. It's possible that we could have done this a better way, such as cleaning the data ahead of time, or rethinking our mapping prior to the data conversion, but our history was and is extremely valuable to us and our clients.

In our case, numbers rule. Numbers like '21,000', which is the number of cases we opened last year. Or complex numbers like statistical breakdowns by department by account, every month. These, numbers, as well as multiple locations, play into our overall user equation. Our primary objectives when we purchased ProLaw have been met.

We're now able to offer technology to our clients that we were unable to deliver before. We are fully integrated, across-the-board, for the first time since our firm was founded. We've centralized our database reducing duplicate data entry, standardized our data entry methods via comprehensive training, and ensured firm wide access to all case information. We've connected all of our offices to each other and have rolled ProLaw out to all users. We're using ProLaw to help us manage the work associated with hosting annual seminars, including maintaining marketing lists, attendee statistics and all related details. We're producing our monthly bills through ProLaw, and due to our firm's practice diversity, we use standard time and billing as well as flat fee billing. We're generating an impressive number of management reports each day, which provide us a higher view of our firm as a business.

With five offices located across California, we rely heavily on ProLaw's ability to communicate across distance, and appreciate the software's ability to keep our data perpetually updated. The beauty of this connectivity was recently illustrated when we were forced to shut one of our offices down for half a day. We routed calls to one of our satellites and clients never knew they were calling a different location. Answers to their questions were already in ProLaw, so the office fielding calls was able to handle each matter without a hitch. We've set our site replications to cycle every half hour, at six minute intervals, so the oldest information in the system is 48 minutes from when it was entered, no small task considering the geography we're spanning. Seamless information flow within our system allowed business to proceed as usual in spite of extraordinary circumstances.

We're pleased to have come as far as we have. The set up, identification of natural workflow within departments, and training of personnel has been key to the process. Our staff has really shone during this time, and has made great strides in many areas. The fundamentals have been addressed, and now we're ready to move on to more advanced training and complex user issues.

We suggest that any firm considering ProLaw take a close look inward at their existing workflow, various business procedures, reporting requirements and preferred forms, then take the time to plan well, train your staff, and commit to the project. It may not be the simplest task you've undertaken as a firm, but it could well provide you the basis on which to make good practice management decisions for a long time to come.

11) What is the software purchase price? Include whether it is priced per user, per advocate, or per office and whether multi-office, legal services or statewide discounts are available. What are the renewal costs? Upgrade costs (how often)? User or license limitations? Any minimum purchase requirements?

ProLaw Licenses are purchased per seat and there is a discount based on volume. For 25 seats or under the purchase price is $995.00 per seat. There are no renewal cost; however, by purchasing an annual maintenance contract, the organization is entitled to all upgrades and support.

12) Describe the name and function of any additional modules and costs.

There are no additional modules or costs other than services for implementation.

13) Are other versions or major upgrades of the system expected in the near future? Please explain improvements and innovations and the anticipated completion date(s).

ProLaw releases updates to address issues found and to include new functionality. It is not necessary for all clients to upgrade if they are comfortable with their current version's stability and functionality. We release new versions on a quarterly basis.

14) Please explain the technical and customer support you provide. Include telephone number, hours available, number of support people, and average and maximum response times. Do

you guarantee a timely response to requests for support? May users access support directly, or must they go through a technical person?

Support and maintenance is generally available from 7:00 a.m. – 6:00 p.m. Mountain Time (except normal legal holidays actually observed by ProLaw). Emergency support is available 24 hours a day, 7 days a week, by calling (888) 777-6529. Additionally, staff is available for weekend software updates when circumstances require it. All support is provided through toll-free telephone and dial-up or Internet access to the client's system. ProLaw maintains a complete support and maintenance history for each client. We fully document all requests and maintain an internal knowledge base of all issues and solutions. All support contracts include software maintenance, which covers all software updates, all Legalex Rules, and all new versions.

15) How do you charge for the support described above? Include a description of any free support available and any per incident charges.

Our clients enter into an annual Maintenance and Support Contract usually upon the last day of on-site training.

16) What types of basic and advanced training are available (number of hours, at program or other location, training for all staff or designated staff, who are the trainers)? What is the cost of these trainings?

<u>Front Office Administrative Training</u>

ProLaw offers a wide variety of training: Front Office Administrative Training and Custom Reports (two-day course) at our offices in Albuquerque. At the start of your organization's project we encourage you to send to the Administrative courses at least two staff members will be taking an active, decisive role in rolling out ProLaw. The Administrative courses offer the opportunity to see the entire scope of ProLaw that will assist these key staff members in deciding how to implement the software in your office(s). These courses can also be taught on-site.

<u>Basic end-user training (Functional)</u>

The ProLaw software is easy to learn and requires surprisingly little training time. The training will be tailored to specific functional areas most relevant to your organization and will be administered to your end-users.

<u>Technical Support Staff</u>

The proposal includes comprehensive training for technical support staff designated as "Technical Support Staff". These technical support staffs are the Counties' experts regarding the system, and provide the first level of support for end-users.

Administrators

The proposal includes comprehensive training for systems administration staff designated as "System Administrators". These staff would are the Counties' staff tasked to maintain and insure the proper running of the system. They System Administrators provide traditional installation, back-up, and maintenance tasks of the COTS platform.

Options for training the organization's users are:

Train-the-Trainer

In this approach ProLaw staff trains a group of your employees as "power users." These users represent each individual practice area and are users who will help the other users as the software rolls out. In addition, these will be the first users to have rights to design reports and document forms after the initial system design is complete.

End-User Training

If your organization so desires, ProLaw can conduct all training classes for your end-users. Depending upon the functionality your organization decides to roll to the desktop and various other factors, we typically recommend no less than two days of hands-on training for support staff.

Internet Training

Also, ProLaw now offers training via the Internet. As part of Virtual ProLaw University (VPLU) these courses (one to two hours in length) are interactive, real time, and are especially beneficial as the student can take the class sitting at their own desk without the travel expenses involved with traveling to Albuquerque or having a ProLaw trainer come on-site. Some of the classes offered focus on very specific areas of ProLaw thus providing the level of detailed instruction desired by key people in your organization. These courses are recorded and can be "checked out" by your staff to assist in their training.

Cost for on-site training is: $1,500 plus expenses.

17) Are there any user groups or listservs for your product? If so, please list.

ProLaw offers the ProLaw Listserv and the Legalex Listserv to all clients.

18) Please indicate availability of and additional charges for the following: installation; data conversion; custom reports; custom programming; and user manuals.

Installation of the software is included in the license pricing. Data conversion is based on the number of data sources and the quality of the data. ProLaw would need to

review sample data prior to presenting an offer for data conversion. Our basic user manuals are free with the purchase of the software. Custom reports and programming can be offered at a cost of $150.00 as needed..

19) What type and amount of program staff time and support are recommended for deployment of the CMS? For maintenance?

ProLaw suggests that the client provide a ProLaw implementation team to get the project up and running. Initially this will take anywhere from 60% to 85% of their time. The team will be trained specifically in administration and configuration of ProLaw so that they can implement the project successfully and maintain the project after initial implementation. After implementation, maintenance requiress roughly 40% to 50% of time for the database administrator, depending on additional configuration needs.

20) What level of staff technology sophistication is desirable to use the CMS?

ProLaw suggests that the client assign a database administrator to the project. Knowledge of MSSQL or MS Sybase is preferable, but not required. This administrator will be trained by ProLaw in configuration and maintenance duties so that they can support the product after implementation.

Please describe the following:

21) Operating system(s) required for file server and workstation.

ProLaw Software is not in the business of selling hardware. As such, we can only provide you with our minimum and recommended hardware requirements for an implementation of your size and functionality. Any additional hardware requirements your organization may need to acquire can be done so through the vendor of your choice. Please see the next page for ProLaw's System Requirements. Additional information may be found our web site at www.prolaw.com.

If your organization does decide to implement ProLaw Software, it will need to provide ProLaw with pcAnywhere dial-in capabilities at its expense for the purpose of ProLaw's fulfillment of its warranty and maintenance obligations.

See our system requirements detailed below:

System Requirements for Version 9

Workstation	Minimum	Recommended
Normal user running Windows NT/2000/XP	PII 400 with 96MB or higher	PIII 733 or higher with 192MB or higher
Power user running Windows NT/2000/XP	PIII 600 with 128MB or higher	PIII 866 or higher with 256MB or higher
Database Server	Minimum	Recommended
5 users	PIII 600 or higher Windows NT/2000/XP Workstation with 384MB (512MB for SQL Server)	PIII 866 or higher Windows NT/2000/XP Workstation with 512MB or higher
10 users	PIII 600 or higher Windows NT/2000/XP Server with 512MB and SCSI hard drive	PIII 866 or higher Windows NT/2000/XP Server with 512MB or higher (768MB for SQL Server) and SCSI hard drive
15 users	Single or Dual PIII 600 or higher Windows NT/2000 Server with 512MB or higher and Ultra/Wide SCSI hard drive	Single or Dual PIII 866 or higher Windows NT/2000 Server with 784MB or higher and Ultra/Wide SCSI RAID
25 users	Dual PIII 600 or higher Windows NT/2000 Server with 512MB or higher Ultra/Wide SCSI RAID	Dual PIII 866 or higher Windows NT/2000 Server with 1 GB or higher Ultra/Wide SCSI RAID
50 users	Dual PIII 733 or higher Windows NT/2000 Server with 768MB or higher Ultra/Wide SCSI RAID	Dual PIII 1Ghz or higher Windows NT/2000 Server with 1.5 GB or higher Ultra160 SCSI RAID. MS SQL Server
Each additional 50 users		Add 1 CPU and 512 MB
Network	10 Base-T	100 Base-T
ProLaw Portal IIS Server	Minimum	Recommended

10 users	PII 233 or higher Windows NT/2000/XP with 96MB	PIII 650 or higher Windows NT/2000/XP with 192MB
20 users	PII 233 Windows NT/2000 Workstation with 128MB	PIII 650 or higher Windows NT/2000 Server with 192MB and SCSI hard drive
50 users	PII 300 Windows NT/2000 Server with 256MB and SCSI hard drive	Single or Dual PIII 650 or higher Windows NT/2000 Server with 384MB or higher and Ultra/Wide SCSI hard drive
100 users	PIII 450 or Dual PentiumPro Windows NT/2000 Server with 256MB and SCSI RAID	Dual PIII 650 or higher Windows NT/2000 Server with 512MB or higher and Ultra2/Wide SCSI RAID
200 users	PIII 600 or Dual PII 400 Windows NT/2000 Server with 512MB and Ultra/Wide SCSI RAID	Dual PIII 733 or higher Windows NT/2000 Server with 1GB or higher and Ultra2/Wide SCSI RAID
Each additional 200 users	Add an additional 600Mhz of processing power and 256MB	Add an additional 800Mhz of processing power and 512MB; upgrade to Ultra/160 SCSI RAID

Notes

Version 9 supports Microsoft SQL Server 7, Microsoft SQL Server 2000 and Sybase SQL Anywhere 7. We require TCP/IP network protocol for all ProLaw installations, which usually can easily coexist with your existing network protocol. No user login is required on the dedicated NT/2000 database server; therefore, you do not need to purchase additional user licenses based on the number of ProLaw users. The Microsoft Windows NT Common Questions page states that a "Windows NT Server Client Access License is not required when it is operating solely as a platform for a server application." When using Microsoft SQL Server 7 or 2000, the default configuration of Code Page 1252 and Sort Order "Dictionary order, case-insensitive" is required. Outlook integration requires Exchange. Bi-directional Outlook integration requires Exchange 2000. ProLaw and Exchange can be run on the same server — if properly sized — when using Microsoft Small Business Server in small firms. Please contact your ProLaw Client Services team at 888/777-6529 or support@prolaw.com for explanations or additional information on these requirements.

22) Additional server software and licensing required (please indicate cost).

> ***If you choose to use MSSQL, you will need to purchase the licenses directly from Microsoft. If you choose to use MS Sybase, it is included in the ProLaw license price. Any other software applications to be integrated with ProLaw, such as e-mail, word processing, document management (if not using ProLaw's document management functionality) will need to be purchased independently from ProLaw.***

23) File Server Hardware: Minimum required and recommended; Cost estimate, assuming a basic install with a fresh database, and any cost info on legacy database conversion.

> ***See our system requirements detailed above under question #21.***

24) Workstation Hardware: Minimum required and recommended; Cost estimate.

> ***See our system requirements detailed above under question #21.***

25) Multi-location requirements.

> ***Both Sybase and SQL Server 7 and 2000 support bi-directional replication which can be set up to run at client-specific pre-assigned intervals. Client may also choose to have multiple locations using the WAN or Citrix.***

26) Any record or size limitations.

> ***There is no record or size limitation for ProLaw. We have clients running 30+ gig replicating databases with no issues.***

27) What elements of the CMS are customizable? Is customization required?

> ***Although ProLaw is a COTS application, clients usually want to do some configuration to meet specific needs. ProLaw's configuration can be accomplished by the client with minimal training and does not require programming. Both Contacts and Matters provide the ability to create custom fields which can be used in searching, reporting and document creation.***

28) Is the underlying code for the CMS proprietary? Can persons other than the developer make changes to the CMS?

> ***We do not make the code available to customers but it is covered by an escrow agreement. Customers can employ there own customizations at the database level using SQL scripts, triggers and DTS.***

29) Are you willing to develop individualized programming or modifications to meet individual program needs? Explain and estimate cost.

ProLaw allows easy customization through Custom Tabs, Custom Reports, Document Templates and Rules. Each of these areas can be configured to meet the specifics needs of the organization without changing any application code. If programming or modifications of code is required, the cost is $150/hr.

In answering the remaining questions, please try to address as many of the following questions as applicable.

a) Briefly describe the function.

b) How does this function benefit programs?

c) How easy is it to use?

d) Does it require or allow customization and, if so, how easy is it to customize?

e) How easily does it integrate with other functions of the CMS? Which functions?

f) Can programs create drop down lists where appropriate?

g) Are there potential problems with or limitations on this function?

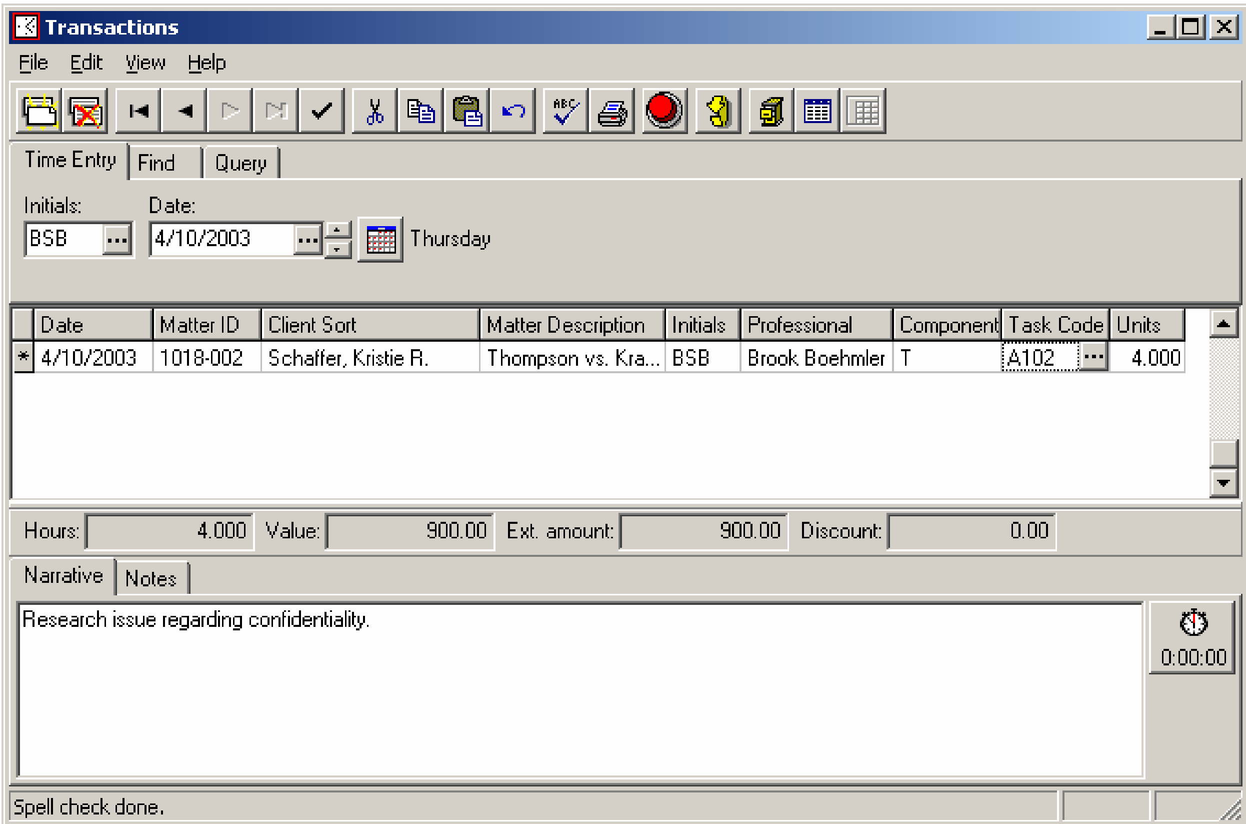
h) Are there plans for further development of this function?

30) Does the system have a time keeping component (for cases/matters/activities)?

If yes, describe:

Transactions

a) Transactions provides time entry functionality. Although government entities or legal assistant programs do not need to track time in the same manner as private law firms, the capability to track time is often required for resource allocation and tracking productivity. ProLaw provides this functionality to a number of governmental clients.



ProLaw has also accommodated import and export routines for government entities with regard to time reporting.

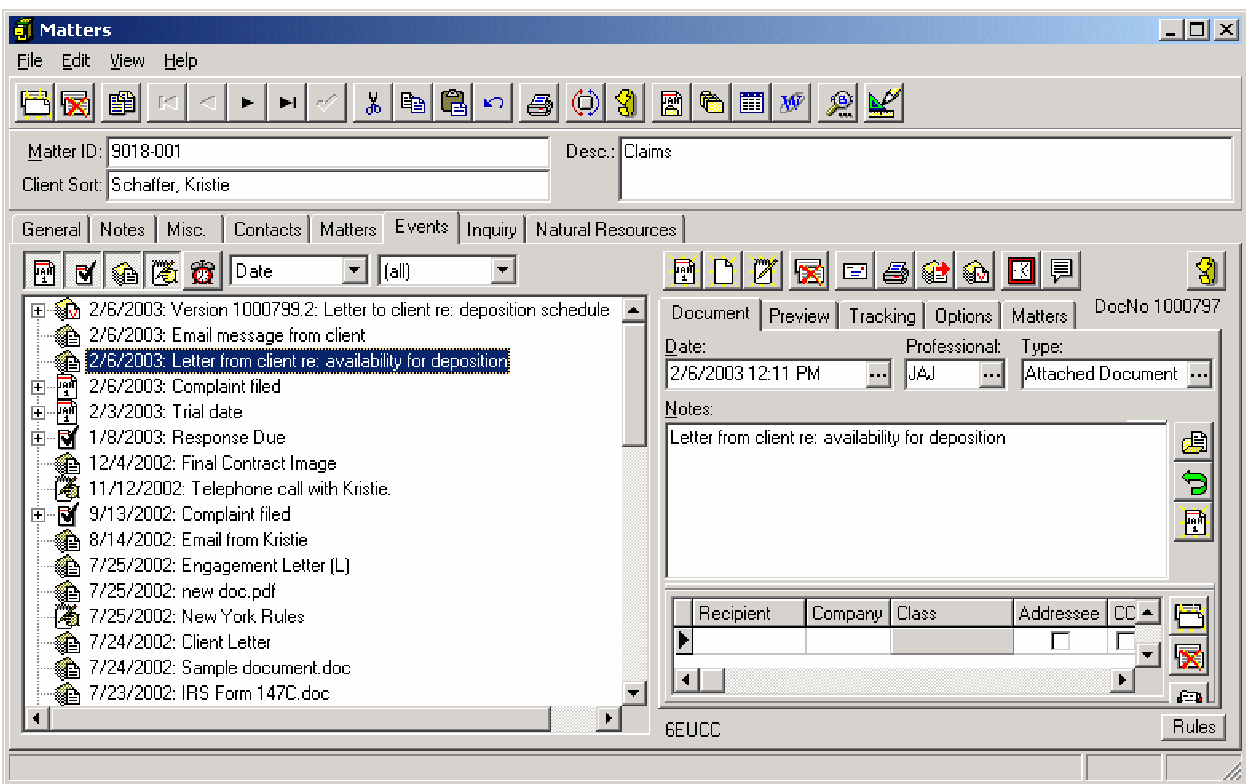
b) Keeping track of time allows for better resource allocation and management.
c) Time entry is very simple for end users. ProLaw provides the ability to enter time directly from Transactions as well as while working within a matter. A time keeper can record activity on a matter such as creation of a document and create a time entry directly from that activity.
d) Transactions does not allow for customization using fields; however, if needed, triggers can be created to provide specific functionality.

e) ***Transactions seamlessly integrates with the other CMS functions, such as calendaring, note taking, and document creation.***
f) ***Picklists can be created within Transactions to best track time as needed by the programs.***
g) ***There are no limitations or problems with Transactions.***
h) ***Our time keeping functionality has been stable over the years; however, suggestions as to improvements are entertained and considered for all of our clients.***

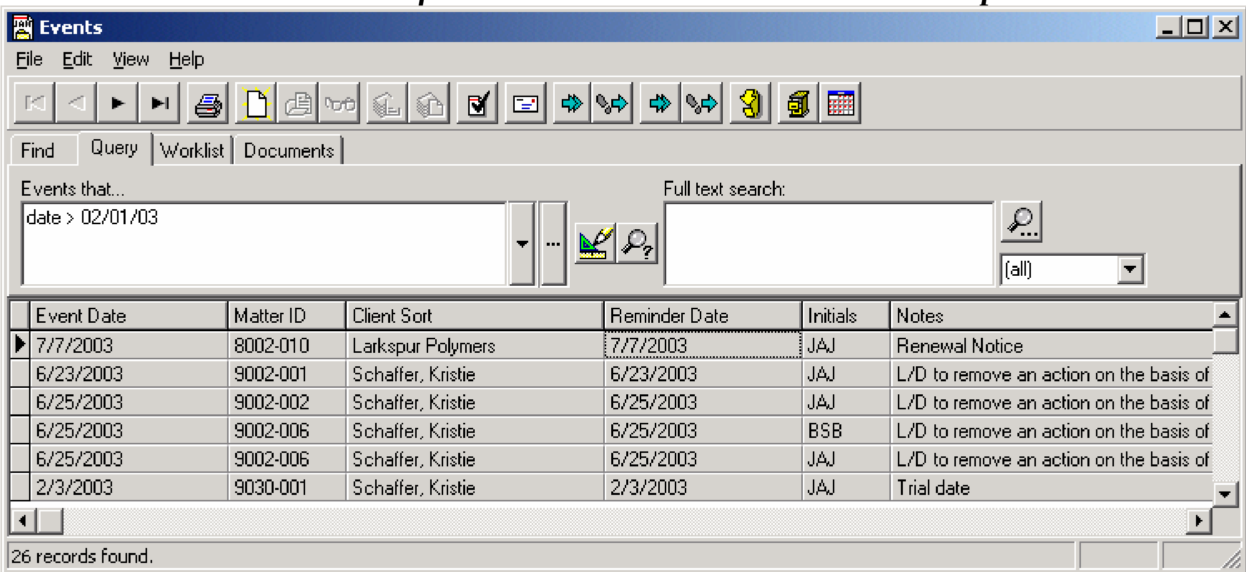
31) Does the system have a calendar and tickler system (including work group scheduling, date calculator, rules-based calendaring)?

Events

From the Events tab within Matters you will find the heart of ProLaw's Matters. Everything that happens with a case is tracked on the Events tab: meeting notes, critical dates, documents and reminders. ProLaw's reminders integrate with your groupware and send appointments to your calendar. Automatic docketing provides the power to create an event tree from a single event: set a date for a trial, and events for all required filings, responses, deadlines, and reminders are generated, according to your rules. Other features include document assembly, drag-and-drop document association, and Legalex Rules. Third party EDM (DocsOpen, iManage, WorldDox) documents appear on the Events tab as well, so a user can get an immediate "snapshot" of all work being done on a case in this one central location. The user can also view a report that shows upcoming docket deadlines, upcoming documents to be sent, recent docket events or recent documents that were completed. As in Contacts and Matters, Events can be customized to a particular practice area so that individual practice areas see only those event types and document types that are applicable to their practice area.



From Events off the taskbar, queries can be run on the database to locate events across matters. This enables a user to find all events associated with one or multiple matters.



Queries can be developed, executed and saved to request information from the database regarding events. Attorney specific or group calendar reports can be run to get an overview of activity. A user can also pull up all the documents they been working of for a specified number of days. The user can also query on document fields in order to find the document they wish.

Docketing

ProLaw's calendaring functionality incorporates Legalex Rules, the oldest rules-based docketing system in the country. These court rules sets are maintained and updated by our in-house legal staff, and West Group, our parent company, publishes the court rules. ProLaw now has the ability to mine the reservoirs of 300+ attorneys in West's offices in Eagan, Minnesota who do nothing more than watch for, review and finally codify rule changes; you can't get any closer to the source than we now are. The updating itself, or coding into the database, will continue to be done by our Legalex team. As the rules change updates are provided electronically to our clients, who have the right to decide whether they want to accept the update or not. Specific new integration with West includes giving ProLaw end users a hot key to go directly from an authority cite in the rules set to the West database which houses the statute or local rule that is being cited.

A listing of our rules sets can be found at www.legalex.com. ProLaw strives to provide all of the rules sets our clients need in a timely manner. If there are rules sets your organization needs and we do not have, we will work with you to determine a reasonable mutually agreed upon time by which we will write the rules set. If there is

an occasion where the organization wants to write the rules themselves to incorporate them into their ProLaw database, the ProLaw and Legalex support teams will support the organization in this endeavor.

ProLaw /Legalex provides a date calculator so the organization can specify default reminder and tickler items, and these defaults can be modified by individuals and/or practice areas, with appropriate security access. Docket events of any kind can be scheduled with rules and complex data calculations, and each individual event can have specific customization in various areas such as items to create when this event is completed, specific professionals to assign to the event, number and frequency of reminders, etc.

In addition to the court rules defined in Legalex, each client can create their own set of "house" rules that cover tasks and procedures that the client (either as a organizational wide or by practice area) wishes to see followed for various types of events.

ProLaw integrates with Outlook by sending e-mails containing contents of various fields, reports, and documents within the system. ProLaw contacts may be sent to organizational wide public contacts in Exchange as well as individuals' personal contact folders. Docketed items may be sent to Outlook as either appointments to personal calendars or as e-mails. Reminders/ticklers may also be sent as e-mails.

32) Can data on the system, including calendar and contacts, be transferred to and/or synchronized with a PDA?

If yes, describe:

ProLaw can be synchronized with PDAs.

33) Does the system have its own document assembly capacity?

If yes, describe:

Document Management Requirements

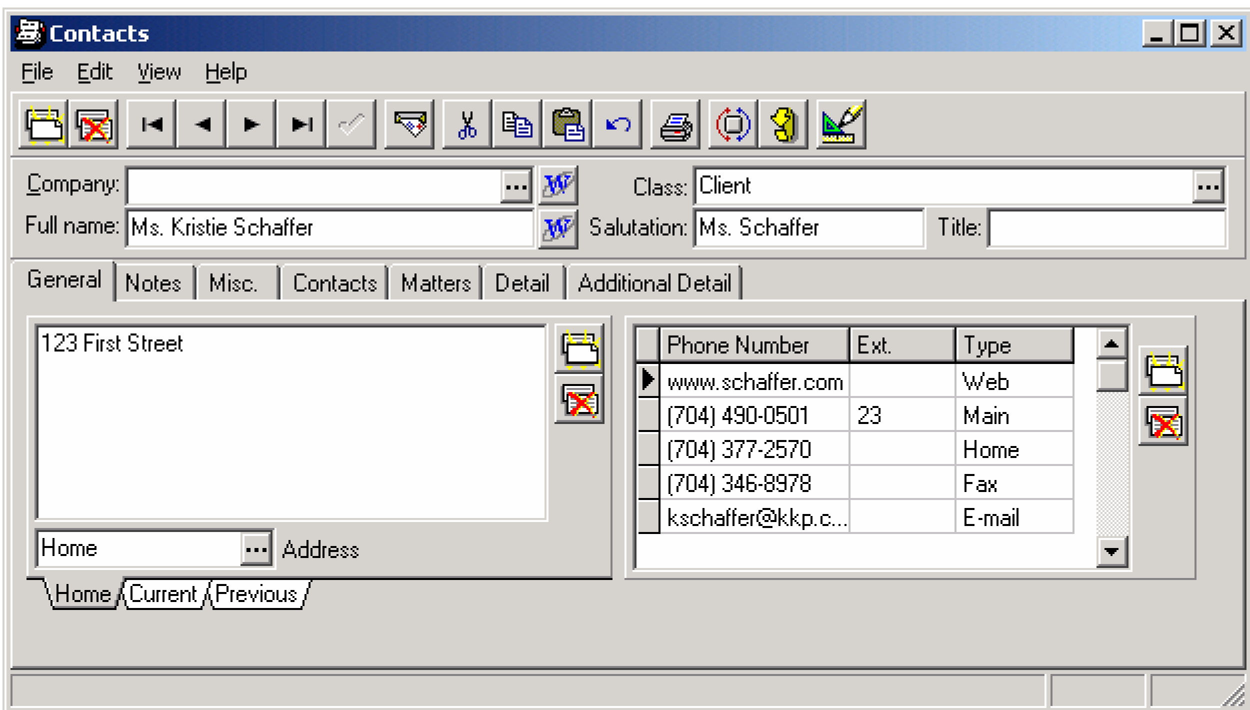
ProLaw provides document assembly capability. You can create templates that will pull data from the database to merge into the templates, created in WordPerfect or Word for document assembly. This enables the users to enter the data once and merge it into documents as necessary.

34) Does the system have a contact management function?

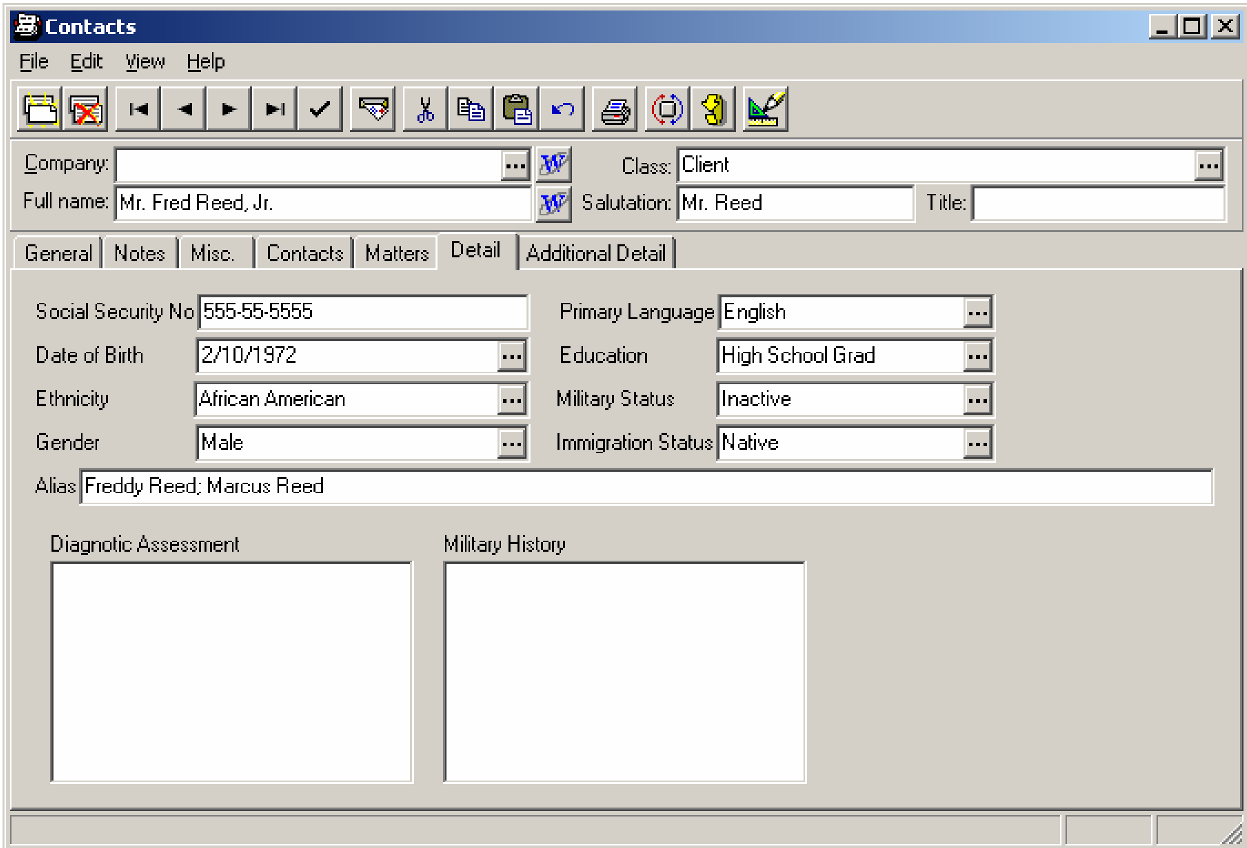
If yes, describe:

Contacts

Contacts in ProLaw include your clients, related parties to cases, vendors, even office personnel. Search methods include drill-down searches, natural language queries, SQL queries, and conflicts checking. Track addresses, phone numbers, e-mail addresses, mailing lists, notes, vendor information, related contacts, and related matters. Contact classes are unlimited. Contacts in ProLaw support single-click e-mailing, TAPI-compliant phone dialing, and web access.



Create and add your own custom tabs and custom fields to tailor Contacts to your needs. For example, we will assist you with creating a custom tab to track individual specific information such as date of birth, social security numbers, etc.



35) Does the system have a document management function?

If yes, describe:

ProLaw's Document Management functionality allows the tracking and sharing of documents among users (where allowed by security), full-text searching of documents for ease in locating a particular document, and the tracking of document access. ProLaw also currently integrates with iManage, WORLDOX and PC Docs (a.k.a. DOCS Open) if required. Documents created in ProLaw are automatically profiled in the DMS and documents created directly in the DMS can be imported into ProLaw on a regular basis.

36) Does the system enable users to create custom reports and conduct customized searches based on large number of variables (i.e. case status, closed cases, time, rejected cases, office, advocate, funding source, adverse party, or outcome)?

If yes, describe:

Reports

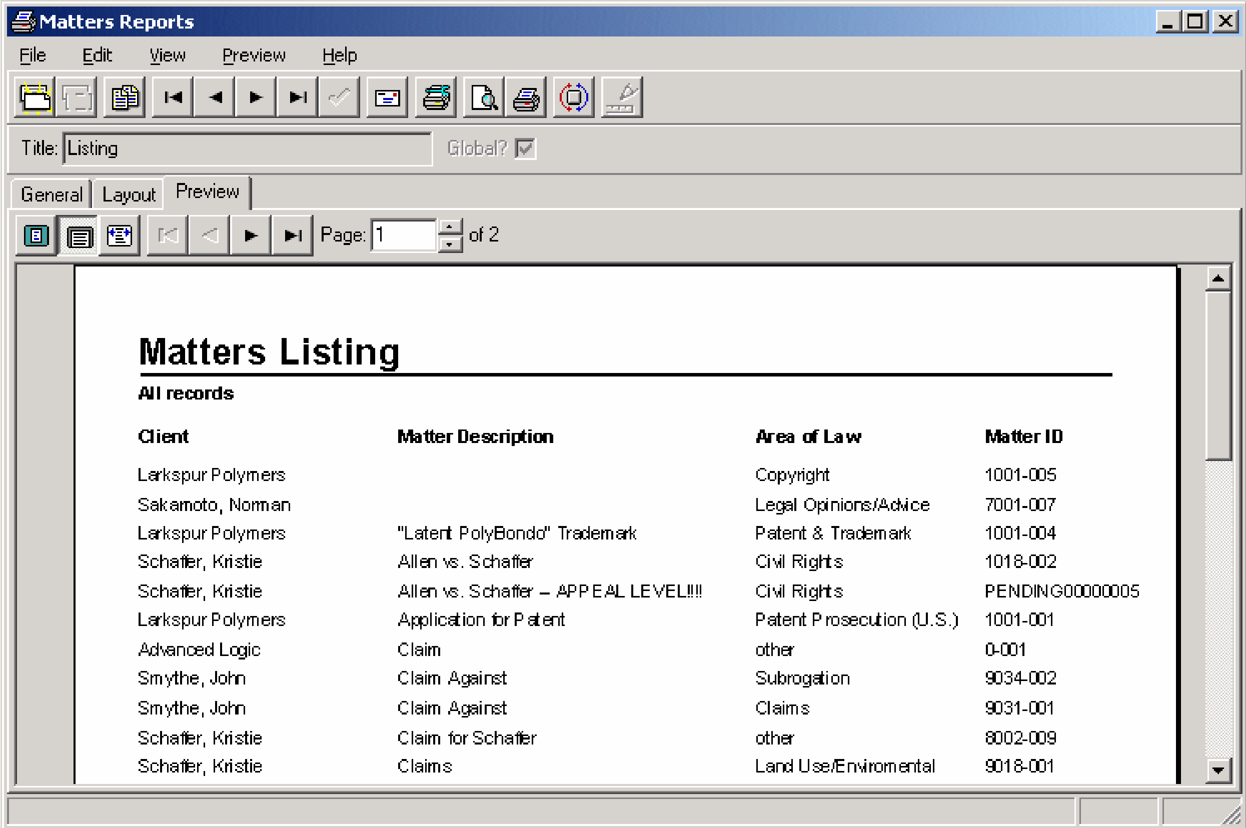
ProLaw's Reports are unlimited and user-customizable. Create as many reports as your office needs, and shape their look according to the standards you currently enforce. Run complex queries, order and group data by any parameter, and look at previews before printing. Built-in, drag-and-drop design tools eliminate the need for programming or macros. Your custom fields are fully searchable and can be included in any report.

ProLaw's report functionality is quite intuitive utilizing Boolean logic to run queries based on data desired to be displayed in report format. These query criteria can be saved individually for the user or globally for the use of the organization as a whole. In addition, report formats can utilize additional SQL select statements and calculations to further define the data and display of data within the report itself.

ProLaw also has a report queue that allows specific reports to be added to a queue for use by specific users. The ProLaw agent takes the queue functionality one step further by allowing additional functionality of automatically generating reports in the report queue based upon pre-defined criteria (such as monthly, weekly, at specified intervals, when specific criteria are met, etc).

There are many default report formats that come with ProLaw Software. A Sample Reports book can be obtained upon request. In addition, your organization can create an unlimited number of custom reports to achieve all of its data reporting objectives. Report data can be exported into a variety of formats for export to other systems and software packages.

ProLaw will assist the Counties develop the required reporting for matter management as well as statistical reporting.



37) Does the system include any pre-formatted reports, including LSC reports?

If yes, describe:

ProLaw comes with over 90 default reports and new reports can be written upon demand. We do not currently have LSC reports.

38) Does the system enable users to attach or scan in, maintain, and search full text of documents (including email)?

If yes, describe:

ProLaw provide full-text searching of documents either created within ProLaw or dragged and dropped in as word processing files. Documents can be scanned outside of ProLaw and dragged and dropped in as image files. ProLaw does not have OCR capability, but if a document is OCRed outside of ProLaw, that file can be brought into ProLaw and then would be available for full-text searching.

39) Does the system enable users to track the date of each entry and the identity of the person making it? Is this also true for modifications of data already entered?

If yes, describe:

Audit

ProLaw provides an audit trail for the following components: Contacts, Matters, Events, Transactions, Journals, Ledger, Professionals, Components, and Accounts. The Counties can set the number of days the audit trails are saved. The audit trails capture the following information: action (add, edit, delete), date of change, initials of professional making change, and before and after values.

40) Does the system enable users to interface with other non-CMS software, such as report writers, word processing and email?

If yes, describe:

ProLaw interfaces with word processors and e-mail. Third party report writers can share data in ProLaw as ProLaw is based on MS SQL database and as a result allows for a variety data exchange via ODBC, XML and custom export/import scripts.

41) Does the system enable users to access records remotely (i.e., over a web browser)? If yes, please describe security measures.

If yes, describe:

ProLaw Portal

ProLaw offers its users not only thick client functionality, but also full Front Office and time entry functionality in our Portal. A ProLaw license includes not only a license for the thick client, but also for the thin client. Many ProLaw clients will use the Portal for the internal staff to be able to access the ProLaw database from home, at court, or on the road; they will also purchase additional Portal licenses for their clients, so their clients (with the appropriate security rights) can visit the Portal and see the latest information on their cases. The Portal delivers information to the user's browser using straight HTML. Security for the Portal can be applied to the item-level. Authorized information is immediately available through the ProLaw Portal. There are no extra steps to "post" or "copy" case information to your extranet. Changes are immediately available; clients and co-counsel always see up-to-date information. Changes made by clients and co-counsel, if allowed, are immediately available to your staff. The Portal requires an IIS server.

42) Does the system enable users to access multiple records at one time?

If yes, describe:

ProLaw does not have a limit as to the number of users who can access multiple records at one time.

43) Does the system create one record for each client and/or project, with multiple cases or matters attached?

If yes, describe:

ProLaw creates one contact record or project record which can be associated with any number of cases or matters.

44) Is there a limit on the number of modules that can be run simultaneously?

If yes, describe:

There is no limit to the number of modules or records within those modules that can be run simultaneously.

45) Is there a limit on the number of simultaneous users?

If yes, describe:

There is no limit to the number of simultaneous users as long as the organization has licenses for the users.

46) Does the system allow programs to control user access?

If yes, describe:

Security Components

Security can be controlled solely by system administrator(s) or designated person(s). There is user password, file level, field level, user-group, and location level security. Security is applied to data inquiry. ProLaw can suspend data at various levels of processing until proper approvals are entered. ProLaw also has the ability to provide or restrict on-line access across sub-system boundaries.

47) Does the system enable users to code for large numbers of variables, including staff, volunteers, funding, outcomes, etc.?

If yes, describe:

Using ProLaw's customization functionality, LSC specific variable fields can be created and used to track data, funding, and outcomes.

48) Does the system have methods to prevent mistakes in entry and/or does it require certain types of data to be entered?

If yes, describe:

ProLaw has validated picklists which are set up by the client. This provides data integrity throughout the system.

49) Does the system determine eligibility based on different variables, including:
a) Income
b) Age
c) Geographic location
d) Citizenship status

If yes for any, describe:

Using ProLaw's customization functionality, LSC can craft intake information with validated picklists and tables to track this information. This information can then be used in searching, document assembly and reporting.

50) Does the system flag exceptions for eligibility that require further consideration?

If yes, describe:

Using ProLaw's customization functionality, LSC can craft intake information with validated picklists and tables to track this information. This information can then be used in searching, document assembly and reporting.

51) Does the system link eligibility rules with various organizational, office or project eligibility rules to allow for easy referral or assignment to appropriate location or organization?

If yes, describe:

Using ProLaw's customization functionality, LSC can craft intake information with validated picklists and tables to track this information. This information can then be used in searching, document assembly and reporting.

52) Does the system enable users to track the status of an application, case, or matter (i.e. intake, call-back, status of active case, advocate assigned)?

If yes, describe:

Using ProLaw's status field and events module, status of an application, case or matter can be easily tracked and reported on..

53) Does the system enable users to check for conflicts and repetition (including applicant, opposing party, tribunal)?

If yes, describe:

ProLaw offers two types of conflict checking. One in Contacts which will check for names and entities and the other in Matters which checks for names, entities associated with matters as well as specified matters fields such as issues or any other designated field.

54) Does the system enable users to create questions to ask applicants based on type of case, location and other factors?

If yes, describe:

Using ProLaw's events module, internal rules and dockets can be established with default prompts in order to gather desired information.

55) Does the system enable users to develop and use checklists for various types of cases, matters, or activities?

If yes, describe:

Using ProLaw's customization functionality and internal docket rules, LSC can create checklists for various types of cases, matters and activities.

56) Does the system enable users to develop form pleadings and other documents to automatically link to cases or projects based on type of case, location, opposing party or other factors?

If yes, describe:

Document templates, including pleadings can be created to allow ease in document assembly. These templates are launched from within a matter, pulling the applicable information (any data from within the database), and saving the assembled document within matter.

57) Does the system include management tools for volunteers, pro bono attorneys?

If yes, describe:

A license is required for all personnel who access ProLaw. View rights can be set up for pro bono attorneys, but if they will be adding data, they will need a license. ProLaw provides extensive management tools and reports to track outside (pro bono) counsel.

58) Are there any special tools within the CMS specifically designed for the work done by legal services, such as documents relating to SSI, TANF, etc. or GIS mapping capability?

If yes, describe:

ProLaw does not currently have specifically designed tools for legal services; however, we are actively working on that market segment and plan on development of tools in the near future.

59) Does the system enable users to create and send reports or messages automatically upon the occurrence of a designated event or at a designated time?

If yes, describe:

ProLaw allows for ad hoc querying and reporting as well as e-mailing of reports internally and externally.

60) Does the system have any other litigation support tools not addressed previously in this questionnaire?

If yes, describe:

ProLaw can launch a Summation database that corresponds with a specific matter within ProLaw.

61) Does the CMS offer other tools specifically for hotlines?

If yes, describe:

ProLaw does not currently have specifically designed tools for hotlines.

62) Does the CMS offer tools specifically for pro bono programs?

If yes, describe:

ProLaw does not currently have specifically designed tools for pro bono programs, but using ProLaw's customization features, pro bono activity can be tracked and reporting on.

63) Does the CMS allow cases to be reassigned easily upon the departure of an attorney?

If yes, describe:

ProLaw has the ability to easily re-assign matters as well as uncompleted events upon the departure of an attorney.

64) Does the CMS offer other supervision tools not addressed elsewhere in this questionnaire?

If yes, describe:

Utilizing ProLaw's querying and reporting functionality, any number of supervision tools can be established as needed.

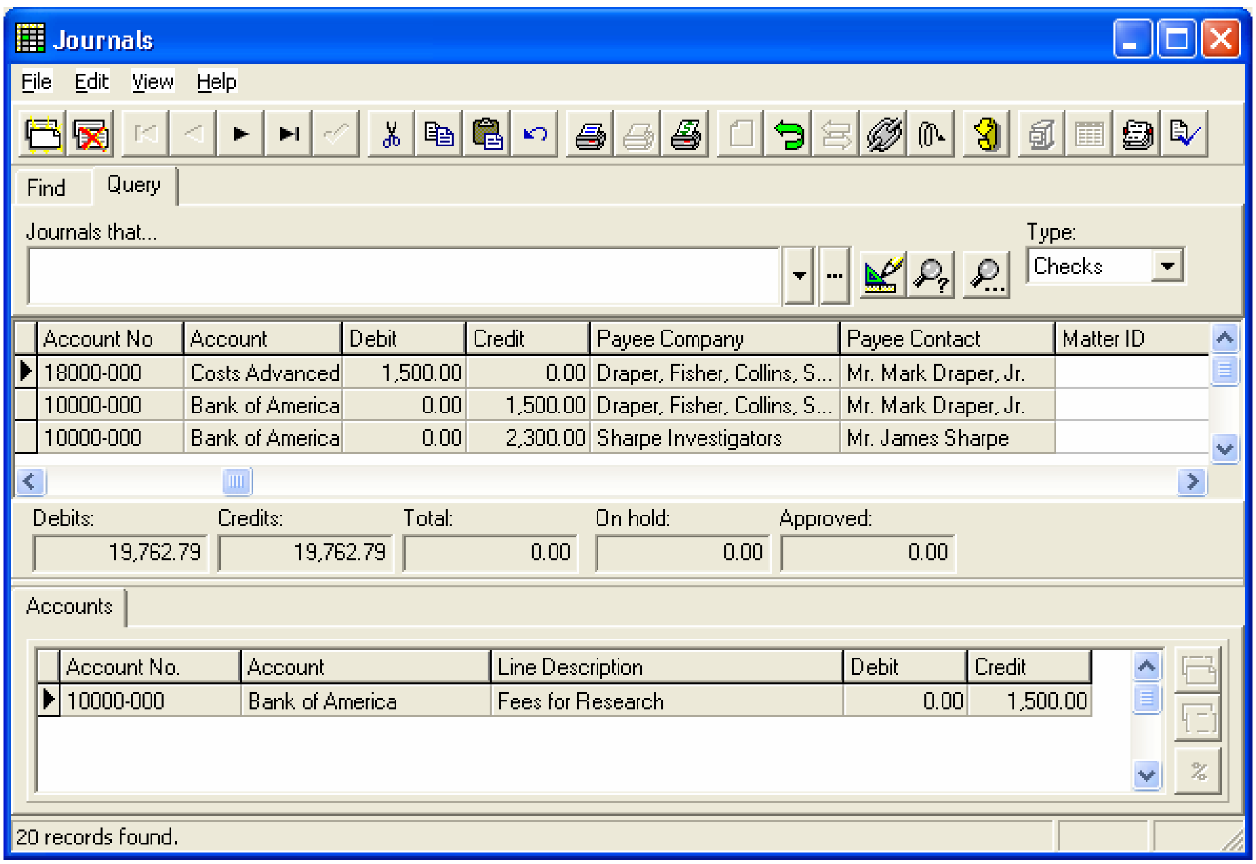
65) Does the system integrate accounting and grant information with time and case/matter/activity data?

If yes, describe:

ProLaw is a full accounting program as well. Time entry and costs are tracked using Journals and Ledger.

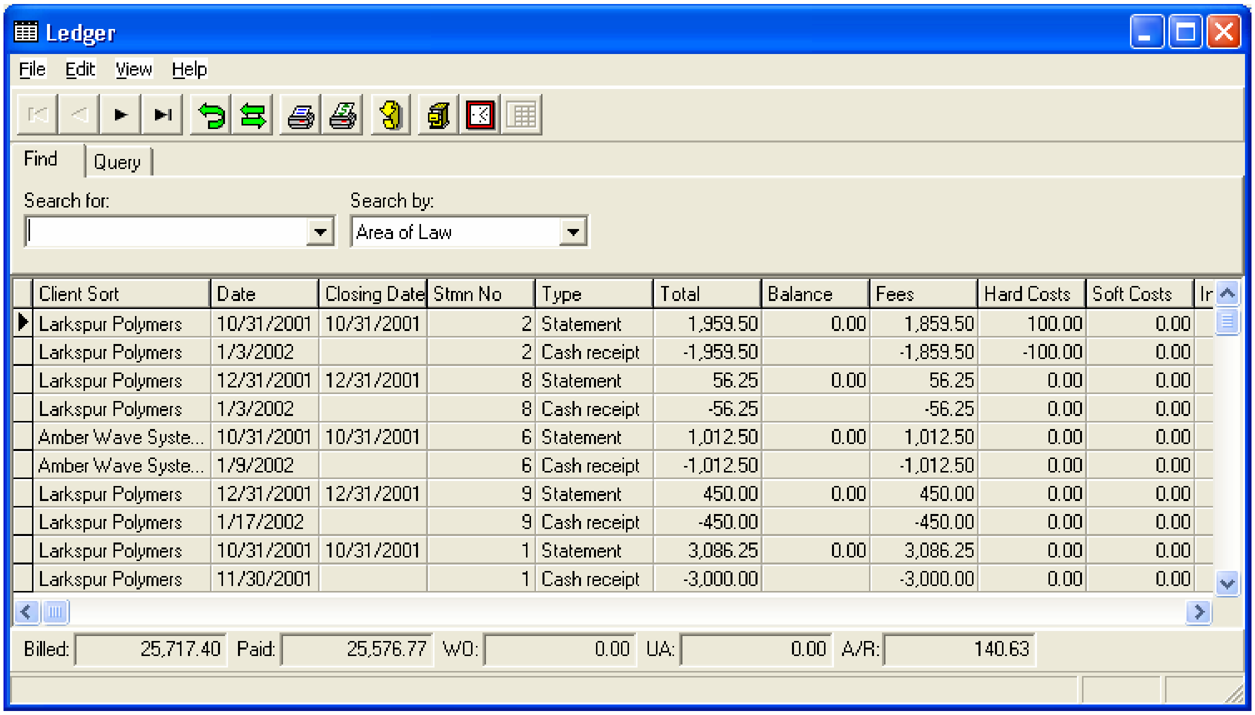
Journals

Journals is used to enter checks and other general ledger entries to track time entry and cost transactions.



Ledger

Ledger is used to display all the statements and payments for matters. You can also view and/or reprint statements from the Ledger window, unbill statements, view the detail on a statement or payment, and produce billing and payment history reports.



Client Sort	Date	Closing Date	Stmn No	Type	Total	Balance	Fees	Hard Costs	Soft Costs	Ir
Larkspur Polymers	10/31/2001	10/31/2001	2	Statement	1,959.50	0.00	1,859.50	100.00	0.00	
Larkspur Polymers	1/3/2002		2	Cash receipt	-1,959.50		-1,859.50	-100.00	0.00	
Larkspur Polymers	12/31/2001	12/31/2001	8	Statement	56.25	0.00	56.25	0.00	0.00	
Larkspur Polymers	1/3/2002		8	Cash receipt	-56.25		-56.25	0.00	0.00	
Amber Wave Syste...	10/31/2001	10/31/2001	6	Statement	1,012.50	0.00	1,012.50	0.00	0.00	
Amber Wave Syste...	1/9/2002		6	Cash receipt	-1,012.50		-1,012.50	0.00	0.00	
Larkspur Polymers	12/31/2001	12/31/2001	9	Statement	450.00	0.00	450.00	0.00	0.00	
Larkspur Polymers	1/17/2002		9	Cash receipt	-450.00		-450.00	0.00	0.00	
Larkspur Polymers	10/31/2001	10/31/2001	1	Statement	3,086.25	0.00	3,086.25	0.00	0.00	
Larkspur Polymers	11/30/2001		1	Cash receipt	-3,000.00		-3,000.00	0.00	0.00	

66) Does the system enable users to designate fund rules to assign cases and matters accordingly?

If yes, describe:

Using ProLaw's customization functionality and internal docket rules, LSC can designate fund rules to assign cases and matters accordingly.

67) Does the system maintain project/grant information?

If yes, describe:

Using ProLaw's customization functionality and internal docket rules, LSC can track and maintain project/grant information.

68) Does the system enable user to maintain donor information?

If yes, describe:

Using ProLaw's customization functionality and internal docket rules, LSC can track and maintain donor information.

69) Are there additional functions of the CMS for things that were not discussed above?

If yes, describe:

70) Please provide any additional information about your CMS that you would like us to have.